

IN THE CLAIMS:

1 1. (ORIGINAL) A call management method implemented using a call routing engine,
2 the method comprising:

3 receiving at the engine a call management request from a first device in a first
4 telephone network that the engine provide the first device with a destination label of a
5 second device in a second telephone network that is desired to be called by the first de-
6 vice; and

7 determining at the engine the label in response to a value associated with the sec-
8 ond device.

1 2. (ORIGINAL) The method of claim 1 further comprising:

2 reading a global dialed number plan translation table, the table containing labels
3 of devices in the first telephone network and labels of devices in the second telephone
4 network.

1 3. (ORIGINAL) The method of claim 1 further comprising:

2 maintaining a global dialed number plan translation table having an entry for each
3 agent ID in the first telephone network and the each agent ID in the second telephone
4 network.

1 4. (ORIGINAL) The method of claim 1 further comprising:

2 maintaining a global dialed number plan translation table having an entry for each
3 instrument ID in the first telephone network and the each instrument ID in the second
4 telephone network.

1 5. (ORIGINAL) The method of claim 1 further comprising:

2 maintaining a global dialed number plan translation table having an entry for each
3 device target information in the first telephone network and the each device target infor-
4 mation in the second telephone network.

1 6. (ORIGINAL) The method of claim 1 further comprising:

2 maintaining a global dialed number plan translation table having an entry for each
3 workgroup to which an agent belongs in the first telephone network and the each work-
4 group to which an agent belongs in the second telephone network.

1 7. (ORIGINAL) The method of claim 1 further comprising:

2 maintaining a global dialed number plan translation table having an entry for each
3 label of the device in the workstation with which an agent is associated in the first tele-
4 phone network and the label of the device in the workstation with which an agent is asso-
5 ciated in the second telephone network.

1 8. (ORIGINAL) The method of claim 1 further comprising:

2 maintaining a global dialed number plan translation table, the table having the fol-
3 lowing entries,

4 an entry for each agent ID in the first telephone network and the each agent ID in
5 the second telephone network;

6 an entry for each instrument ID in the first telephone network and the each in-
7 strument ID in the second telephone network;

8 an entry for each device target information in the first telephone network and the
9 each device target information in the second telephone network;

10 an entry for each workgroup to which an agent belongs in the first telephone network and
11 the each workgroup to which an agent belongs in the second telephone network;

12 an entry for each label of the device in the workstation with which an agent is as-
13 sociated in the first telephone network and the label of the device in the workstation with
14 which an agent is associated in the second telephone network.

1 9. (ORIGINAL) The method of claim 1 further comprising:

2 updating a global configuration data of the first telephone network and the second
3 telephone network to reflect changes in either network.

1 10. (ORIGINAL) The method of claim 1 further comprising:

2 receiving a log-in request;

3 updating global configuration data of the first telephone network and the second
4 telephone network in response to the log-in request.

- 1 11. (ORIGINAL) The method as in claim 10, further comprising:
- 2 maintaining a global dialed number plan translation table, the table containing la-
- 3 bels of devices in the first telephone network and labels of devices in the second tele-
- 4 phone network, the updating to make the entries correspond with information supplied
- 5 during the log-in request.
- 1 12. (ORIGINAL) A method according to claim 1, further comprising:
- 2 determining the label as a telephone number associated with the second device.
- 1 13. (ORIGINAL) A method according to claim 1, further comprising:
- 2 providing the first device as an agent system.
- 1 14. (ORIGINAL) A method according to claim 1, further comprising:
- 2 providing the second device as an agent system.
- 1 15. (ORIGINAL) A method according to claim 1, further comprising:
- 2 specifying by the value an agent workgroup as the second device.
- 1 16. (ORIGINAL) A method according to claim 1, further comprising:

2 specifying by the value a voice response unit (VRU) as the second device.

1 17. (ORIGINAL) A method according to claim 1, further comprising:

2 associating the second device with the value by the engine during a log-in nego-
3 tiation.

1 18. (ORIGINAL) A method according to claim 1, further comprising:

2 providing the value to the engine during a log-in negotiation.

1 19. (ORIGINAL) A method according to claim 1, further comprising:

2 selecting the label from a plurality of destination labels of respective devices in a
3 device classification specified by the value.

1 20. (CURRENTLY AMENDED) A method according to claim 1, further comprising:

2 maintaining the first telephone network as a public network.

3

4 21. (CURRENTLY AMENDED) A method according to claim 1, further comprising:

5 maintaining the first telephone network as a private network.

1 22. (ORIGINAL) A call management apparatus, comprising:

2 a call routing engine;

3 means for receiving at the engine a call management request from a first device in
4 a first telephone network that the engine provide the first device with a destination label
5 of a second device in a second telephone network that is desired to be called by the first
6 device; and

7 means for determining at the engine the label in response to a value associated
8 with the second device.

1 23. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for reading a global dialed number plan translation table, the table contain-
3 ing labels of devices in the first telephone network and labels of devices in the second
4 telephone network.

1 24. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table having an en-
3 try for each agent ID in the first telephone network and the each agent ID in the second
4 telephone network.

1 25. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table having an en-
3 try for each instrument ID in the first telephone network and the each instrument ID in
4 the second telephone network.

1 26. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table having an en-
3 try for each device target information in the first telephone network and the each device
4 target information in the second telephone network.

1 27. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table having an en-
3 try for each workgroup to which an agent belongs in the first telephone network and the
4 each workgroup to which an agent belongs in the second telephone network.

1 28. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table having an en-
3 try for each label of the device in the workstation with which an agent is associated in the
4 first telephone network and the label of the device in the workstation with which an agent
5 is associated in the second telephone network.

1 29. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table, the table
3 having the following entries,

4 an entry for each agent ID in the first telephone network and the each agent ID in
5 the second telephone network;

6 an entry for each instrument ID in the first telephone network and the each in-
7 strument ID in the second telephone network;

8 an entry for each device target information in the first telephone network and the
9 each device target information in the second telephone network;

10 an entry for each workgroup to which an agent belongs in the first telephone network and
11 the each workgroup to which an agent belongs in the second telephone network;

12 an entry for each label of the device in the workstation with which an agent is as-
13 sociated in the first telephone network and the label of the device in the workstation with
14 which an agent is associated in the second telephone network.

1 30. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for updating a global configuration data of the first telephone network and
3 the second telephone network to reflect changes in either network.

1 31. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for receiving a log-in request;

3 means for updating a global configuration data of the first telephone network and
4 the second telephone network in response to the log-in request.

1 32. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for maintaining a global dialed number plan translation table, the table
3 containing labels of devices in the first telephone network and labels of devices in the
4 second telephone network, the updating to make the entries correspond with information
5 supplied during the log-in request.

1 33. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for determining the label as a telephone number associated with the second
3 device.

1 34. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for providing the first device as an agent system.

1 35. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for providing the second device as an agent system.

1 36. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for specifying by the value an agent workgroup as the second device.

1 37. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for specifying by the value a voice response unit (VRU) as the second de-
3 vice.

1 38. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for associating the second device with the value by the engine during a log-
3 in negotiation.

1 39. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for providing the value to the engine during a log-in negotiation.

1 40. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 means for selecting the label from a plurality of destination labels of respective
3 devices in a device classification specified by the value.

1 41. (CURRENTLY AMENDED) The call management apparatus of claim 22, further
2 comprising:

3 the first telephone network is a public network.

1 42. (ORIGINAL) The call management apparatus of claim 22, further comprising:

2 the first telephone network is a private network.

1 43. (ORIGINAL) A call management apparatus, comprising:

2 a call routing engine;

3 a call management request, the call management request received by the engine
4 from a first device in a first telephone network that the engine provide the first device
5 with a destination label of a second device in a second telephone network that is desired
6 to be called by the first device; and

7 a value associated with the second device, the engine determining the label in re-
8 sponse to the value.

1 44. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 a global dialed number plan translation table, the table containing labels of de-
3 vices in the first telephone network and labels of devices in the second telephone net-
4 work.

1 45. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 a global dialed number plan translation table having an entry for each agent ID in
3 the first telephone network and the each agent ID in the second telephone network.

1 46. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 a global dialed number plan translation table having an entry for each instrument
3 ID in the first telephone network and the each instrument ID in the second telephone
4 network.

1 47. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 a global dialed number plan translation table having an entry for each device tar-
3 get information in the first telephone network and the each device target information in
4 the second telephone network.

1 48. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 a global dialed number plan translation table having an entry for each workgroup
3 to which an agent belongs in the first telephone network and the each workgroup to
4 which an agent belongs in the second telephone network.

1 49. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 a global dialed number plan translation table having an entry for each label of the
3 device in the workstation with which an agent is associated in the first telephone network
4 and the label of the device in the workstation with which an agent is associated in the
5 second telephone network.

1 50. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 a global dialed number plan translation table, the table having the following en-
3 tries,

4 an entry for each agent ID in the first telephone network and the each agent ID in
5 the second telephone network;

6 an entry for each instrument ID in the first telephone network and the each in-
7 strument ID in the second telephone network;

8 an entry for each device target information in the first telephone network and the
9 each device target information in the second telephone network;

10 an entry for each workgroup to which an agent belongs in the first telephone network and
11 the each workgroup to which an agent belongs in the second telephone network;

12 an entry for each label of the device in the workstation with which an agent is as-
13 sociated in the first telephone network and the label of the device in the workstation with
14 which an agent is associated in the second telephone network.

1 51. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 a global configuration data of the first telephone network and the second tele-
3 phone network to reflect changes in either network.

1 52. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 a log-in request;

3 global configuration data updated in response to the log-in request, the global
4 configuration data including information of the first telephone network and the second
5 telephone network.

1 53. (ORIGINAL) The call management apparatus of claim 52, further comprising:

2 a global dialed number plan translation table, the table containing labels of de-
3 vices in the first telephone network and labels of devices in the second telephone net-
4 work, the updating to make the entries correspond with information supplied during the
5 log-in request.

1 54. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 label determined as a telephone number associated with the second device.

1 55. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 the first device is an agent system.

1 56. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 the second device is an agent system.

1 57. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 value specifies an agent workgroup as the second device.

1 58. (ORIGINAL) The call management apparatus of claim 43, further comprising:

2 the value specifies a voice response unit (VRU) as the second device.

1 59. (ORIGINAL) The call management apparatus of claim 43, further comprising:
2 the second device is associated with the value by the engine during a log-in nego-
3 tiation.

1 60. (ORIGINAL) The call management apparatus of claim 43, further comprising:
2 the value is provided to the engine during a log-in negotiation.

1 61. (ORIGINAL) The call management apparatus of claim 43, further comprising:
2 the label is selected from a plurality of destination labels of respective devices in a
3 device classification specified by the value.

1 62. (ORIGINAL) The call management apparatus of claim 43, further comprising:
2 the first telephone network is a public network

1 63. (ORIGINAL) The call management apparatus of claim 43, further comprising:
2 the first telephone network is a private network.

1 64. (ORIGINAL) A computer readable media, comprising:

2 said computer readable media having instructions written thereon for execution on
3 a processor for the practice of the method of claim 1.

1 65. (ORIGINAL) Electromagnetic signals propagating on a computer network, compris-
2 ing:

3 said electromagnetic signals carrying instructions for execution on a processor for
4 the practice of the method of claim 1.